

**RICHARD A. ALLCORN** - [rAllcorn] <[rich@allcorn.us](mailto:rich@allcorn.us)> +1 512.8447424 cell  
2300 Wolf Ranch Pkwy 7207, Georgetown TX 78628

## **INTRODUCTION:**

Rich specializes in LINUX, UNIX, macOS, and he does Windows. He knows Active Directory, Exchange Server, Remote Access Server, etc. and many of the Microsoft applications as well. He specializes in making these systems, and the UNIX/LINUX environment, to work almost seamlessly together, across various networks and devices, to better serve the users. He has extensive experience in Internet domains management, (and Windows domains management) web hosting, Google apps, email systems, cloud-related systems, and constantly utilizes virtual environments in his day-to-day tasks. With a high level of expertise in troubleshooting and problem solving, he also ranks top in customer service, sales, and in automation.

He works, and has experience, as a server admin, in network support, in cabling, in server/pc hardware support, and in user accounts and data management. He also is a tech writer, a photographer, and a trainer, and can easily serve as a public speaker. He is very organized and meticulous in networking and in systems documentation and notes, and keeps very clear comments in his shell scripting. Rich is quickly adaptive, and thorough, and works to grasp not just the knowledge but the “understanding”, which gives him a decided edge in both planning and in troubleshooting.

## **SKILL HIGHLIGHTS:**

- specializes in LINUX, macOS and Windows
- Active Directory, Exchange and various servers
- knows Microsoft apps well, and can teach them
- supports Samba, Windows file sharing with Linux
- various eMail systems, calendars, notes, sync'ing
- user contact databases and synchronization
- remote/traveling user connectivity/networking
- ssh, telnet, ftp, sftp, finger, talk, dial-up/in/out
- master shell programmer, and html programmer
- Google Apps accounts, calendars, email, sites
- Bulk user accounts management, administration
- shared drives, chat utilities, zero config services
- lamp service, web hosting, domains management
- Internet domain registration, records keeping, admin
- website design, layout planning and hosting
- email links, customized signatures, media presence
- mesh networking, WiFi, wLAN, extended LAN
- cloud accounts; syncing; file-shares
- **user ID accounts:** management of user information, organization, security, login scripts, user environments, drive mapping, file shares, remote and/or roaming profiles, remote access, virtual user and workstation environments
- **user data management:** user data organization, synchronization, bulk moves, specializing in remote workforce accounts, large user base management and record keeping
- **working in the cloud:** cloud services, Internet domains, setup/registration/renewal, management records keeping of multiple domains, websites, hosting; configuration (DNS, MX records, A records, C records, management), website backups, FTP/SFTP, SSH, carddav, webdav and cloud backup
- **systems engineering:** server room consoles, rack designs, war room layout with status boards, information stations and consoles, flat panel displays, maps, cooling systems, lighting, communication systems/devices
- **user support & training:** help desk management & implementation, classroom instruction, public speaking, individual one-on-one training & instruction, team building & leadership, proper & effective troubleshooting processes and procedures, logo & graphic arts, video conferencing & presentations, disaster management/recovery training & documentation
- **hardware:** design and build computer cabinets and cabinetry, build servers, server racks, cabling, punch-down 110 and 66 block (LAN, telephone, etc.), two-way radio communications, telephone electronics, war room designs and fabrication, display systems, modem dial-out/in, remote access, etc.

## **EDUCATION / CERTIFICATIONS:**

Graduate BA in Biblical & Theological Studies; AS in Computer Information Systems  
certified in Avionic Communications & Navigations systems, electronics repair/maintenance - USAF/USAFR  
certified in Business Management & Leadership Techniques – CCAF, ACC  
certified in Newspaper Journalism; served on newspaper & yearbook design staff; experienced writer  
competed in state competition in Sales Presentations; resourceful, effective salesman  
certified Open Water Scuba diver with PADI  
certified in Basic Electronics Troubleshooting & Repair; effective quality soldering training  
certified in People Management and Supervision - CCAF, ACC, USAF/USAFR  
Boy Scouts of America - certified Chaplain; Charter Org Rep; Scoutmaster/Trainer  
Military Experience: served 10 years - USAF/USAFR  
Ham Radio - General Class [KW7PTL]; GMRS [WQTS370]; 3rd Class Radiotelephone, broadcast endorsed;  
Master Shell Scripting certified – LINUX Training Academy; ongoing LINUX/classes in-work

## **BRIEF WORK HISTORY:**

### **Ongoing Home-Study LINUX Training/Courses [ongoing, began: August 2018]**

LINUX online training courses/certifications moving towards LINUX Admin Cert.

### **RE/MAX – Computer Consultant (10 years+) [ongoing, contracted: July 2018]**

Returning support assist for this office; Over 8 years ago, I moved them from using Windows NT Server to LINUX, now in-service since 2008, providing file sharing, print sharing, and overall office server duties.

### **GUARDIAN – Sales Consultant (2.5 years) [February 2016 – June 2018]**

Full-time sales consultant, consulting/sales presenting state-of-the-art techno toys in home automation, smart home technologies, and burglary, smoke and fire detection devices. Top salesman frequently.

### **SEARS – Sr. Customer Advocate (2 years) [January 2014 - February 2016]**

Came onboard with Sears to migrate up to their IT department, only to later find they moved IT to outsourcing. Quickly moved to the top ranking in customer support, gaining attention of corporate offices. Promoted to corporate VIP customer support. Remained for a time, to sharpen customer support and interaction skills.

### **RICHARD A. ALLCORN, CONSULTING (17 years+) [contractor: 2008-2014]**

Full-time Contractor – supporting various agencies/customers; LINUX, UNIX and Windows servers; Windows and macOS user support; specializing in workstation configurations/images and system backups. Expertise in user software include LibreOffice, OpenOffice, Microsoft Office, Visio, Publisher, and various MS specific apps; Services include server/network documentation projects, infrastructure overhauls, server migrations, Exchange server recovery, Windows server replacement with LINUX servers, multi-site office integration and connectivity.

### **STELLARGY SERVICES, LLC – Consultant (3+ years) [March 2007 – May 2008]**

Test/troubleshoot network jacks, cabling, switch, etc. in new offices; install/setup computers on the network; configure in-house network printers and resources for use with workstations; set up VoIP telephone system, DSL installs/configurations for LAN; set up VoIP telephone system; documented everything for office infrastructure.

Also Contracted to IBM, State of Texas project – Responsible for defining, developing, implementing, and insuring security, with policies, processes, tools, architecture; Issue management, security integrity and advisory processes, security status checking. ID administration on UNIX, Novell, Windows, Active Directory (AD), and Mainframe.

### **HOME DEPOT: - Sr. Level Tech Support (2 years) [February 2005 – March 2007]**

Supported hardware/software issues in all stores, nationwide; Remote troubleshooting, reprogramming, configuration, and repair of UNIX servers, Windows servers, routers, multi-port controllers, customer paging systems, wireless APs, mobile pc carts, registers, scan guns, and related equipment. During hurricane season, orchestrated remote backup transmission of all important data, and initiated a complete system shutdown.